SDWIS/STATE User Support Activity Report
for the Period December 8-19, 2003

Sorted by ascending organization name and grouped by status [C=closed, O=open]

DATE:	EVENT #:	ORGANIZATION:	ORIGINATOR:	RELEASE:	
					SDC-0002-017-DI-6005E
					December 22, 2003
12/9/2003	9085	CO	Robert Miller	8.0.4 SQL	

Status: C

Time Spent: 2.00

SDWIS/STATE Component: Installation

Problem/Question: My thick 8.0.4 client Migration to SDWIS/FED works from my PC to SQL Server.

I recently installed an NT2000 server right next to my SQL Server. The only difference is that it has two hard drives. The C:\ drive is used exclusively for the Windows Operating System and MS Office.

So, I must install SDWIS/STATE on the D:\ Drive. I chose the same install path and just substituted the "C:\" with a "D:\" I went through the procedures of installing version 8.0.0, 8.0.3, then 8.0.4. Each of the "register.exe" windows ran OK as part of the installations. I am not installing the Client utilities, I only want Migrate to Fed installed.

I updated the CodePage.INI file. The application registry for Word, Excel and Access create an INI file. I put this in the CodePage.INI file with the proper paths to Word, Excel, and Access. ODBC and the SQL - IP name are set up identical to my workstation that functions properly.

I created a shortcut (the difference being the D: drive instead of the C: drive) to the Migrate to Fed. The Migration to SDWIS/FED COOL:Gen appears just fine. I can select Actions or Inventory and start the application. The hour glass appears for a few seconds and the COOL:Gen window closes with out any warning or error. There is no DTF file created.

Respondee(s): Raghu Charugundla

Resolution: Raghu Charugundla 12/23/03: As described in the SDWIS/STATE 8.0 Installation Guides, SDWIS/STATE 8.0 (and prior releases) has been set up to install in two potentially different locations. The majority of the application files may be installed on either a server or a client workstation. However, some files, such as the MS Access database components of SDWIS/STATE, are assumed to be run on the client workstation. The installation package also assumes this and installs them on the client workstation. By default, the SDWIS/STATE software uses the C: drive for housing these client workstation files. (These are MS Access application files that support reporting (CDS, EBS, etc.) and data migrations (Datamig.mdb), folder(s) under C:\SDWIS to extract data, a few Help files (Precomp.hlp, etc.), MS Word template files (Viobod.DOC, etc.), and an initialization file (SDWIS.INI).) It should also be noted that Migration to SDWIS/FED software requires the folder C:\SDWIS\MIGSDFED (on the client workstation).

If this folder does not exist, the application creates one and spools/creates a DTF file under that folder. It seems that you did not have right(s) to create a folder/file on the C: drive; this was the reason you could not successfully create a DTF file.

After the above discussion, Robert said he would talk to the system support people and try to get right(s) to create SDWIS folder with Read and Write access on it.

12/17/2003	9095	IL	Sandy Frank	8.0.4

Status: C

Time Spent: 0.25

SDWIS/STATE Component: Sampling EDI

Problem/Question: Has there been a reported problem of the Flow Rate not migrating during the EDI?   That is position 348-355 in the sample layout for TC.

Respondee(s): Belinda Barsotti

Resolution: Belinda Barsotti 12/17/03: We relayed to Sandy that we do not have any record of a problem reported like this.

12/8/2003	9083	LA	Kate Gilmore	8.0.4

Status: C

Time Spent: 1.25

SDWIS/STATE Component: Migrate to CCR Writer

Problem/Question: We are looking for ways to record information on CCR compliance in SDWIS/STATE. I am currently looking at Assistance Actions under Enforcement as a place to do this. We will also be doing something very similar for our SWAP data verifications that are being conducted during sanitary surveys.

Would the Assistance Actions be the best place for this? We would like a way to migrate in an annual or triannual requirement that can then be checked off as it is completed.

Respondee(s): Dianna Heaberlin

Resolution: Dianna Heaberlin 12/9/03: As a backup to our discussion, please also refer to pages 8-7 to 8-11 in the User's Guide for Compliance Schedules and pages 8-18 to 8-20 on the Compliance Schedule Report. Based on our conversation, I believe these functions will satisfy your current and future needs. We decided on the following action items:

1. Create a CCR and SWAP schedule type and activity type using System Administration/Permitted Values.

2. Create appropriate CCR and SWAP activities.

3. Use Migration to SDWIS/STATE to migrate CCR and SWAP compliance schedules for all appropriate water systems. Careful documentation should be kept of the CCR process as this will be repeated annually. To facilitate use of the Compliance Schedule Report function, all schedules should contain the following:

a. District Office for Regulating Agency.
b. District Engineer for Compliance Officer.
c. Appropriate schedule type.
d. Effective Begin Date.
e. Status of Final.
f. Activity due date equal to projected date.

We discussed the possibility of including an effective end date on the CCR schedules because there will be a new schedule each year.

Finally, we discussed the use of compliance schedules for monitoring running TCR Precompliance and Noncompliance by the district offices. We noted that all schedules must be related to a water system. You will need to chose one water system from each group that you wish to track and add 12 monthly and 4 quarterly determinations for the year. As with the CCR schedules, you should carefully document the Migration to SDWIS/STATE process as it will need to be run each year.

12/11/2003	9088	MO	Darrell Osterhoudt	8.0.4 DB2

Status: C

Time Spent: 0.75

SDWIS/STATE Component:

Problem/Question: One of our water systems failed to collect any samples for the month of September, yet no TCR monitoring violation was identified when we ran the compliance determination for the September 2003 monitoring period. The same thing happened for October. It is a new system that was activated effective 7/31/03 with a TCR monitoring schedule starting 9/1/03. It is a seasonal system with season 4/1 to 10/31. All the data entry for these records was done on 7/31/03.   Is there some other piece of information we should check to try and determine what is going on? We have had other new systems that were identified as violators when they failed to collect samples in their first months but it still makes us worry a little about other missing violations when we can't figure out a reason why this one went wrong.

Respondee(s): Scott Peterson/Dianna Heaberlin

Resolution: Darrell Osterhoudt 12/11/03: I have talked with Dianna and figured out that our problem was linking of monitoring periods to the new water system. We are going to update our data entry procedures to make sure we get that done every time.

Dianna Heaberlin 12/11/03: Darrell determined this water system did have an open routine TCR schedule, however, the water

system was not associated to any monitoring periods. We walked through the monitoring period association process and he is going to ensure that part of the standard procedure for entering a new water system includes associating the water system to the monitoring periods for the remainder of the year.

| 12/15/2003 | 9092 | MO | Darrell Osterhoudt | 8.0 DB2 |

Status: C

Time Spent: 0.25

SDWIS/STATE Component: Online Data Dictionary

Problem/Question: Our department is doing some work with the location description code part of the MAD codes for latitude and longitude.   What is used in the department is an alpha code that we convert into the numeric code used in SDWIS. To get a full list of the SDWIS codes for review, I went to the Online Data Dictionary. It is not something I use very often but it usually works for this kind of research. What I found appeared to me to be some mix up in the definitions for a few of the locational data attributes and I never did find a list of the location description codes I was looking for. Specifically, the definition for LAT_LONG_DESCRIPTION_CAT_CODE looks more like a definition for LAT_LONG_HORIZONTAL_DATUM_CODE and the LAT_LONG_HORIZONTAL_DATUM_CODE definition looks more like a definition for the LAT_LONG_SOURCE_SCALE_CODE. Also, shouldn't the LAT_LONG_DESCRIPTION_CAT_CODE have permitted values that list the descriptions for the various codes?

This is not a big deal since I can get what I need somewhere else, but just an item to check the next time the Online Data Dictionary is updated.

Respondee(s): Leslie Flagler/Donna Irwin

Resolution: Donna Irwin 12/17/03: I let Darrell know that this is already documented as requirement R01361 and is being corrected in SSWr1. He can look for the corrective action in the Inventory release of the SSWr1 Design Document that will be dated January 30, 2004.

| 12/12/2003 | 9090 | MP | Daryl Kileleman | 8.0 |

Status: C

Time Spent: 2.00

SDWIS/STATE Component: Installation

Problem/Question: We just recently hired a new clerk, who I am training for data entry. In SDWIS Admin using the Maintain function, I entered her name, her desired password, and type. Everything went well, no error messages. I opened up SDWIS Sampling to test it out; it accepted it and went through.

I was thinking that when you are registering a username and password in Oracle, you could type in as many letters as you want

because it will only take "8 characters". Do you know if this version of Oracle rejects this statement? I know it should be okay if she already has access to it, but in SDWIS Admin, I gave her a password. Do you know why in SDWIS it is this password and in Oracle it is another password but it still gives her access? I have checked the error reports to see if anyone reported this but no luck. I have looked in the documents and still nothing.

Respondee(s): Raghu Charugundla

Resolution: Raghu Charugundla 12/12/03: You have created a new SDWIS/STATE user "ptomokane." To achieve this, you created the user in the Oracle database and registered that user as a valid SDWIS/STATE user in the "System Administration" component. You must have created the user in the database (using Create_user.sql) then registered the user in the "System Administration" application component.

First, creating a user in the database:

Oracle database would let you create longer usernames (I think there is a max limit of 30 characters). Therefore, when you created user ptomokane, Oracle must have accepted it as a valid user name.

Now, registering the user in the application:

When you register a user in the System Administration application, you need to provide the Oracle username, application role, first name, last name, address, government agencies you want the user to associate with, etc. When you complete this step, the "System Administration" application populates a group of tables with that information. The primary information-- "the Oracle username"--will be stored in the USERID column of the TINUSER table. It also populates data in the TININDIV, TINLGENT, and TINIGAA, etc. tables based on your selection. The USERID column in TINUSER table is an 8-character field. Therefore, when you register a user with over 8 characters (e.g., ptomokane), the USERID column of TINUSER stores only the first 8 characters (e.g., ptomokan).

When a user with a username of over 8 characters logs in to the SDWIS/STATE application, the application sends the full username, password, and connect-string to Oracle, and creates a session. Once a user session with Oracle is created, the application sends a query to check that the first 8 characters of the username matches entries in USERID column of TINUSER table. If it finds a match, it checks the associated application role (e.g., data entry person) for that username.

Having usernames of over 8 characters has never been a problem in SDWIS/STATE. The downside of storing the first 8 characters for the username is that you confuse the application when you have usernames whose first 8 characters exactly match. For instance, when you have three users ptomokane1, ptomokane2, and ptomokane3 with three different application roles assigned to them, the application would have a problem finding the right username and its role from the TINUSER table.

12/9/2003	9084	NC	Eric Chai	8.0 NT

Status: C

Time Spent: 0.75

SDWIS/STATE Component: Installation

Problem/Question: I am trying to evaluate SDWIS/STATE 8.0 for North Carolina. This is the configuration of our system:

Database Server: Oracle 9.x
Database Client : Oracle 8.1.7
Operating System: Window XP

1. Does SDWIS/STATE 8.0 NT/Oracle work with Oracle Client software 9.x?
2. If the answer is yes, do you happen to know which state(s) use Oracle Client software 9.x for SDWIS/STATE 8.0?

Respondee(s): Raghu Charugundla

Resolution: Raghu Charugundla 12/9/03: SDWIS/STATE has not officially tested or certified the 8.0 applications with Oracle 9i Client software. We know of few states using the 8i Client software and 9i database server. This is an accepted architecture since Oracle supports lower version clients querying/accessing a higher version database server.

In addition, a few users have installed both 8i and 9i Client software and made them work with the SDWIS/STATE application. We have not tested this thoroughly. I have also heard of user(s) who installed 9i client and renamed one (or more) of their DLL(s) to make it work. We do not support this and I do not think Oracle supports renaming 9i DLLs to look like 8i DLLs as a certified workaround.

12/15/2003	9091	NJ	Freddie Grier	8.0

Status: C

Time Spent: 1.25

SDWIS/STATE Component: Installation

Problem/Question: In May of this year, Scott sent me a Unit 1 Training Database, I need a fresh copy of that database, and if available, a copy of the Unit 1 Training Database Manual. We need these, because our DBA would like to be able to identify any potential problems that he may encounter, when he starts loading it onto the server. He would also needs to know how much space that database will use. The final question that I need to ask you is concerning the versions of Oracle that will be used with SSWr1: Can SSWr1 run using Oracle 10g on a Windows 2000 platform?

Respondee(s): Christine Tivel

Resolution: Claudette Hoyes 12/16/03: I sent a CD, via FEDEX, containing a copy of the Unit 1 Training Database and SDWIS/STATE Web Release 1.0 (SSWr1) Hardware/Software Certification Environment Report.

Christine Tivel 12/16/03:

1. We are sending you a CD, via FEDEX, that includes the Unit 1 Training Database. This database is about 275MB (including tables and indexes).

2. Clint Lemmons creates, maintains, and distributes the Unit 1 training materials. He should be able to send you updated versions of the training materials you requested. Please let us know if you have not received these materials from him and we will try to ensure they are forwarded to you.

3. The SSWr1 release will be certified and tested for use with Oracle 9i (only). In the past, some states have used higher versions of Oracle on the server (and the certified version on the client workstation) and have been successful running our application.

4. On the CD we are sending you with the Unit 1 Training Database, we are also including a document called SDWIS/STATE Web Release 1.0 (SSWr1) Hardware/Software Certification Environment Report. This document details the type of environment we will be using for developing/testing SSWr1.

12/18/2003	9096	R4	Paul Lad	8.0.4 NT

Status: C

Time Spent: 0.50

SDWIS/STATE Component: SBS

Problem/Question: I was entering a TCR sample into SDWIS/STATE and received the following error message (see SDWIS/STATE e-mail account for screen shots). The monitoring periods are in SDWIS/STATE through 2005 and a sample schedule is in for this system as well. What do I need to do in order to enter this sample?

Respondee(s): Scott Peterson

Resolution: Scott Peterson 12/19/03: The list of schedules shows five that are preventing you from entering the schedule you want as follows:

--The routine calling for monthly monitoring that starts 7/1/2003 and ends 7/31/2003.
--The temporary routine that starts 6/1/2003 and ends 6/30/2003.
--The routine calling for quarterly monitoring that starts 10/1/1999 and ends 5/31/2003.
--The temporary routine that starts 9/1/2003 and ends 9/30/2003.
--The routine calling for 5/MN that starts 11/1/2003 and ends 11/30/2003.

It does not matter that these have end dates. The point is that they are ineffective for part of the period that you are trying to include in your new schedule.

Paul Lad 12/19/03: I looked at the TCR sample schedule for Lost Cove Campground before I ran TCR NCD Setup - TCR Monitoring period Association. I have not run TCR NCD Setup - TCR Monitoring period Association yet. I want to make sure I have all my schedules first. I noticed that one of my sample schedules was for 2004 (I made some changes yesterday to this system and put in 2004 by accident). Since it should be for 2003, I deleted the schedule.   I am trying to re-create a schedule and it will not work.

When I click OK, I receive an error message. There are no overlaps, in my opinion, because all the schedules are end-dated.

Scott Peterson 12/18/03: You are getting this error message because you apparently have not yet associated your new monitoring periods to water systems. This can be most easily done by running TCR NCD Setup – TCR Monitoring Period Associations. Be sure NOT to run the other function.

12/8/2003	9082	R8	Rich Gomez	8.0

Status: C

Time Spent: 0.75

SDWIS/STATE Component: MTF:Actions

Problem/Question: When the state migrates to FED, there is no place to enter the severity type code 27. Where can you enter this code? You only get a Yes or No question.

Respondee(s): Dianna Heaberlin

Resolution: Dianna Heaberlin 12/8/03: The answer to Rich's question is "Yes, we do not have an attribute for the severity other than the Major/Minor flags." The new DBP rule requirement requires reporting the number of exceedances for a chlorite MCL (02-MCL with No Exceedances), number of missing samples for chlorine dioxide (27-MONITORING, (DBP) WITHOUT NO. MISS SAMP) or the chlorine dioxide Maximum Residual Disinfectant Level (MRDL) (13-MAX RES DISINFECT LVL (MRDL) ACUTE).

This requirement was developed after the design of Release 8.0 was completed. We modified the TMNVTYPE table to include these violation types in the Release 8.0.3 upgrade; however, EPA staff decided to wait until the next release of SDWIS/STATE to include the attribute.

12/11/2003	9087	UT	Tim Pine	8.0

Status: C

Time Spent: 2.25

SDWIS/STATE Component: Installation

Problem/Question: Utah DEQ is currently an Oracle shop; however, we are having ongoing discussions about the possibility of going to MS SQL Server.

--We have deployed the Oracle flavor of SDWIS, and I am beginning the process of data migration into the "staging tables." Are the staging tables "stand alone" and independent of the back-end database? In other words, can I apply my "staging table" work in the Oracle environment to SQL Server if we should decide to switch at some later date?

--Is the SQL Server version of SDWIS any buggier than the Oracle version?

--Will the "add-ons" developed by the states in MS Access work with either back-end? Or, are they "back-end" specific?

Any other advice you offer on the relative advantages of Oracle vs SQL Server would be appreciated.

Respondee(s):   Raghu Charugundla

Resolution: Raghu Charugundla 12/15/03:

--Microsoft has a new JDBC driver released in November 2003 and the article in the question refers to 2002, which may be an outdated posting and a non-issue. In any event, we cannot find out about operational problems with JDBC drivers until we test using them.

--Third party vendors have JDBC drivers for SQL Server and the JDBC drivers can be replaced without any code changes. This has no real development implications to SSWr1.

Tad Wimmer 12/12/03: Thank you for the well thought out and reasoned response to Tim's inquiry. I have an additional question:

In February of 2002, eWeek labs reported that SQL Server had some JDBC driver problems that affected performance. Two issues emerged: SQL Server was about 1/3 as responsive as Oracle, and memory leaks caused SQL Server to crash the application servers. The JDBC drivers were in beta at that time. Since SSWr1 will be a JSP application, this would be a concern to us if we were to move to SQL Server. What has been your experience in this regard?

Raghu Charugundla 12/12/03: I have written my answers right below the questions.

Q1: We have deployed the Oracle flavor of SDWIS, and I am beginning the process of data migration into the "staging tables". Are the staging tables "stand alone" and independent of the back-end database? In other words, can I apply my "staging table" work in the Oracle environment to SQL Server if we should decide to switch at some later date?

Answer: The Migration to SDWIS/STATE staging tables (tables that start with "TMG") are part of the Oracle (or SQL Server) database. The "Import Text to Staging Table" (or Datamig.mdb) component of Migration to SDWIS/STATE that processes your structure set-formatted text files contains links to the Oracle (or SQL Server) staging tables. I'm not sure exactly what you mean by "applying your staging table work," but if you have developed queries to extract data from your legacy database into structure set-formatted text files, you would be able to apply this work to any of the SDWIS/STATE targeted databases. In other words, the SQL Server version of the "Import Text to Staging Table" component would be able to process/import the same text file as would the Oracle version of "Import Text to Staging Table". If you have the text files, you do not need to worry about moving the data from an Oracle staging table to a SQL Server database. (These two databases, among other things, store dates differently, so there are some challenges in easily moving the data from Oracle to SQL Server.)

Q2. Is the SQL Server version of SDWIS any buggier than the Oracle version?

Answer: I would recommend that you contact the states using SDWIS/STATE 8.0 SQL Server on a daily basis. Colorado, Oregon,

Alaska, and Michigan have all been using SDWIS/STATE 8.0 SQL Server for some time. Let us know if you need contact information for those states. As noted in the SDWIS/STATE 8.0 SQL Server Release Notes (Appendix A), there is a known concurrency issue with SDWIS/STATE 8.0 SQL Server that, as far as we know, is only an issue during training sessions, when 10-12 people are simultaneously updating the same table. However, we have not had any reports of problems in this area outside of training sessions--and actually haven't had any reports of problems even in training sessions. The Release Notes give you all the details about this issue (and you can verify with the states who use SQL Server if this is their experience).

Q3. Will the "add-ons" developed by the states in MS Access work with either back-end? Or, are they "back-end" specific?

Answer: It depends. Usually, an "add-on" MS Access application developed using table-links to database tables through an ODBC DataSourceName will work fine when you switch between the databases. You need to re-configure the ODBC DataSourceName with the right ODBC driver (Oracle or MSSQL) and may need to refresh all the links in the MS Access application using the "Re-link table manager" utility. In some instances, we found that the ODBC driver for SQL Server did not support complex joins in an MSACCESS developed "add-on" originally developed with Oracle ODBC. These errors, however, were few and could be worked around by slightly modifying the MS Access queries. (As an example, the queries developed for CDSRPTS.mdb for the Oracle version of the SDWIS/STATE software had to be modified for use with SQL Server and its ODBC driver.)

The SDWIS team fully supports SDWIS/STATE for Oracle, SQL Server, and DB2. Because Oracle has the largest SDWIS/STATE user base and prior to SDWIS/STATE 7.0 was the only supported database, the Oracle version of the application is the first one released when we have a major new release. From a maintenance perspective, MS SQL Server may offer less complex features/procedures compared with Oracle; on the other hand, some people feel that Oracle is more robust. A primacy agency's decision to use one or the other usually comes down to whether it already has a site license for one or the other and/or other applications developed using one or the other. DBA support/training is another consideration. I think you will find that the primacy agencies who use SQL Server really like it and that those who use Oracle really like Oracle. The best thing to do is talk with states like North Dakota, Nebraska, New York, and other long-time Oracle users and then talk to Colorado, Oregon, and Alaska who use SQL Server.

12/16/2003	9094	UT	Tim Pine	8.0

Status: C

Time Spent: 0.75

SDWIS/STATE Component: Installation

Problem/Question: We are continuing our internal discussion on the relative merits of Oracle and SQL Server. Are the current releases of Drinking Water Watch (DWW) and SDWIS/STATE To Go only for the Oracle flavor of SDWIS? Are there any plans to create a SQL Server flavor of Drinking Water Watch and SDWIS/STATE To Go and if so, when?

Respondee(s): Raghu Charugundla/Julie Bruns

Resolution: Julie Bruns 12/17/03: I spoke with Tim and indicated that while these are really questions that he should direct to EPA, Drinking Water Watch should work with SQL Server. However, we have not tested it with SQL Server and to our knowledge, all the states

that have deployed DWW to target their own databases, use Oracle. As Raghu mentioned, additional work will be required to deploy SDWIS/STATE To Go with SQL Server. We are not currently aware of any SQL Server states who have indicated they are interested in SDWIS/STATE To Go.

Raghu Charugundla 12/16/03: The Drinking Water Watch is an ODBC-dependent software. Therefore, it should work with any ODBC-supported database, for example Oracle, MS SQL, DB2, etc.

The SDWIS/STATE To Go software, on the other hand, was developed specifically targeting Oracle.

Time spent on above events (in hours):   **12.75**

12/11/2003	9089	IL	Sandy Frank	8.0.4

Status: O

Time Spent: 0.50

SDWIS/STATE Component:

Problem/Question: I do not understand what is wrong with the error on page 2 of the FY2003 report for D1 IL0310960 035111 C1131. The message is "V29 C1131 is required for this violation." This is a 27 type violation and the analyte code is 2950 and another one for 2465. We have a severity level on these of MJ so not sure what is wrong.

Respondee(s):   Dianna Heaberlin

Resolution: Dianna Heaberlin 12/19/03: I spoke to Sandy last week and let her know I was still investigating this issue, primarily on the SDWIS/FED side.

Sandy Frank 12/11/03: I understand that it needs a record "C1131" with a "Y" but I do not understand why SDWIS is not creating that record in Migration to SDWIS/FED.

Thao Nguyen 12/10/03: When reporting certain DBPR and IESWTR violations, C1131(major violation indicator) must be present in the data. In order to fix this problem, you have to put a "Y" for data element C1131.

12/16/2003	9093	MP	Daryl Kileleman	8.0

Status: O

Time Spent: 0.50

SDWIS/STATE Component: MBS

DATE:	EVENT #:	ORGANIZATION:	ORIGINATOR:	RELEASE:	

Problem/Question: I ran into a problem while entering a repeat sample. I input a routine sample positive for total coliform only, then I entered a repeat sample. When the database asked me to link this repeat sample to the routine, it showed me that the routine was positive for both total coliform and E.coli.

Respondee(s): Scott Peterson

Resolution: Scott Peterson 12/16/03: When you entered the routine sample, I assume you did not select either the Fecal or E. coli option button and that the following advisory was presented, "No Acute Speciation Indicated," and that you selected OK on it. Please confirm if this assumption is accurate.

When I performed the above, the software did not do as you described. The list of candidate positives presented to me only displays a 3100 positive for the sample I entered above.

Time spent on above events (in hours): 1

Total time on all events (in hours): 13.75